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# ANSWER IT

A MONTHLY PUBLICATION BY THE ANSWER SOLUTIONS DEVELOPMENT CENTER

## ***ANSWER SDC Prepares to Offer Consulting Service***

*Lyle Hull*

In an effort to fully comply with OMB's requirement to promulgate the use of Performance-Based Statements of Work (PBSOWs), the ANSWER SDC will be offering consulting support specifically focused on PBSOWs. The objective of the consulting service is to assist FTS professionals in generating PBSOWs.

PBSOW Consulting support will commence on April 2<sup>nd</sup> and will assist project managers in the context of advisory and authoring services. The consulting support is designed to work hand-in-hand with Solutions Edu and will provide the experience and resources necessary to assure high-quality assistance and training. While Solutions Edu provides the framework, as well as hands-on experience, the consulting support will work one-on-one with project managers on specific requirements. The consulting support will be offered to those who have completed the PBSOW training offered through Solutions Edu.

The following are the featured highlights for PBSOW Consulting:

### **NEED**

PBSOW Consulting will assist in providing custom-built FTS Statements of Work (PBSOWs)

### **TIMING**

PBSOW Consulting will provide responsive, "just in time" assistance for requirements.

### **GEOGRAPHY**

PBSOW Consulting will provide assistance nationwide.

### **FINANCIAL**

PBSOW Consulting is a value-add service of the ANSWER SDC.

For additional information or to arrange for assistance, contact Lyle Hull (858) 537.2204.

## ***ANSWER SDC Launches New Website***

*Sherrie Householder*

Sherrie Householder has worked with Debby Ward of Central Office in the orchestration of a new ANSWER SDC website. Highlighted are the contract offerings of the ANSWER SDC (i.e. ANSWER, Program Safeguard and DSL<sup>1</sup>), FTS Points of Contact, ANSWER Prime and Teaming Arrangements with links to their websites, ANSWER Ordering Information and Publications, Calendar of Events, Solutions Edu, and copies of the *ANSWER IT* Newsletter. This site became operational January 8, 2001 and can be accessed at <http://answer.gsa.gov>.

## ***8(a) IDIQ Contract Awarded for FEDSIM***

*Paul Martin*

On 2/8, Paul Martin awarded a \$3M 8(a) Indefinite Quantity, Indefinite Delivery contract to a small business firm, C2 Multimedia Inc, located in Falls Church, Virginia. Steve Kempf, FedSim Project Manager, partnered with the ANSWER SDC on the procurement, which will support the development of distance learning and training materials for the US Marine Corps Distance Learning Center to be used by US Marines worldwide.

## ***Marketing Materials Developed for DSL<sup>1</sup>***

*Mimi Bruce*

After crafting verbiage, contract clauses, approach, and arts and graphics - we have architected a number of marketing materials for the DSL<sup>1</sup> Contract. The materials comprise an information package to address the numerous inquiries we have been receiving about the new contract! The package includes; a Contract Summary, Ordering Procedures, Teaming Arrangements, Rates, a Trifold Brochure, and Contract Highlights w/ 5 Easy Steps for ordering. The materials are all quite easy to modify, enhance, and personalize as needed.

The Ordering Procedures were developed to provide an overall understanding of the DSL<sup>1</sup> Contract terms and conditions. The procedures; describe how to order DSL<sup>1</sup> services, define the roles and responsibilities of parties in the process, include a step by step ordering process, provide GSA Regional Points of Contact, and include a sample SOW for DSL<sup>1</sup> services. The Contract Highlights are a birds eye view of the contact ordering procedures and are intended to be a "quick reference guide" for the client, or ordering official. To obtain copies of these documents simply call or email Karan Osborne (858) 530-3175. The marketing materials are also maintained at - [http://www.fts.gsa.gov/answer/dsl1\\_contract.htm](http://www.fts.gsa.gov/answer/dsl1_contract.htm).

## ***ANSWER SDC Conducts Second Annual Past Performance Survey***

*Thelma Riusaki and Sherrie Householder*

ANSWER has just completed its second year and in keeping with the ANSWER SDC's dedication to continued improvement and in conformance with FAR 42.15, the SDC is conducting a survey of past and present performance of the ANSWER contractors. Sherrie Householder designed and developed the survey paradigm and oversaw the research to ensure the overall integrity of the statistics that follow. As with last years survey, this survey is two dimensional with the questionnaire being sent to both internal and external clients. All project managers, Information Technology Managers and Customer Service representatives within GSA, FTS, who placed an order under ANSWER, were invited to participate in the survey. Additionally, all end-user clients who ordered from ANSWER during the previous year were similarly included in the study. Results of the survey will be analyzed and reports will be issued to document the results of the responses.

### **ANSWER Factoids!**

**January, 2001 –**  
**61 Projects Awarded**  
**\$6.6 \$Million Awarded**

**FY 2001 -**  
**191 Projects Awarded**  
**\$178 Million Awarded**

**Cumulative over Contract (2 years) -**  
**821 Projects Awarded**  
**\$502 Million Awarded**

## ***ANSWER Tech Refresh II Scheduled***

*Mimi Bruce*

The ANSWER Tech Refresh II Conference is scheduled to take place the week of 3/19. The purpose of the conference is to continue to share ideas and insights, address new and current skill levels, to keep ANSWER current with the latest areas in technology, and enhance our current functional areas to specifically address client requirements.

To continue to bring the best of technology to our clients, the ANSWER SDC is soliciting your input and recommendations for topics that will address your client's technological needs into the future. If there are some technical areas you believe deserve refreshment and/or enhancement we would be delighted to know of them. Please contact Mimi Bruce at (510) 637.3890 with your insights.

## ***Contract Comparison Matrix Updated***

*Mimi Bruce*

The Contract Comparison Matrix that cross-compares the terms and conditions of ANSWER, Millennia, Millennia Lite, the Small Business Center Contracts, FSS Schedules, CIO-SP, and ITOPII has been updated to include the provisions of the newly awarded CIO-SP2.

## **March Events**

**Date:** 3/13  
**Location:** Huntsville  
**Event:** Region 4 RPM

**Date:** 3/14  
**Location:** Chicago, ILL  
**Event:** Region 5 RPM

**Date:** 3/15  
**Location:** Denver, CO  
**Event:** Region 8 RPM

**Date:** 3/19-3/22  
**Location:** Palm Springs  
**Event:** "TECH REFRESH II"

## **ANSWER POCs**

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